# The Isaac Guide

## Setup & Troubleshooting

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# Anatomy of an Isaac

Isaacs are made up of two different parts.

## Verifone Sleds

Shipped from IS&T
Managed in Rio
IS&T Asset

*Sled Type: Verifone e315*

## iPhone

Shipped from RFL
Managed in Rio
ISU Asset

*Part Number: GE296LL/A*

***Pro Tip:*** *Do not power on iPhone until they are registered in Rio.*
*Only erase all contents and settings, never DFU an Isaac iPhone.*

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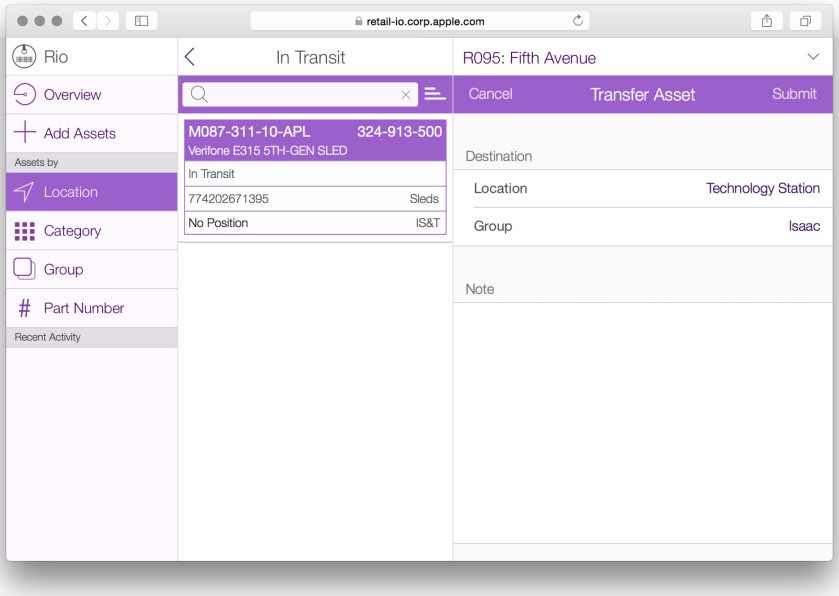
# Registering in Rio

Learn how to add an Isaac asset into Rio.

## Verifone Sled




1. Log into **Rio** > **http://rio.corp.apple.com/**
2. Select **Location** > **In Transit**.
   a. Select asset by the serial number.
3. Select **Move Asset**.
   a. **Location** > **Technology Station**
   b. **Group** > Remove Tracking Number
4. Click **Submit**.

***Pro Tip:*** *Create your own Groups to help searchability of assets within Rio.*

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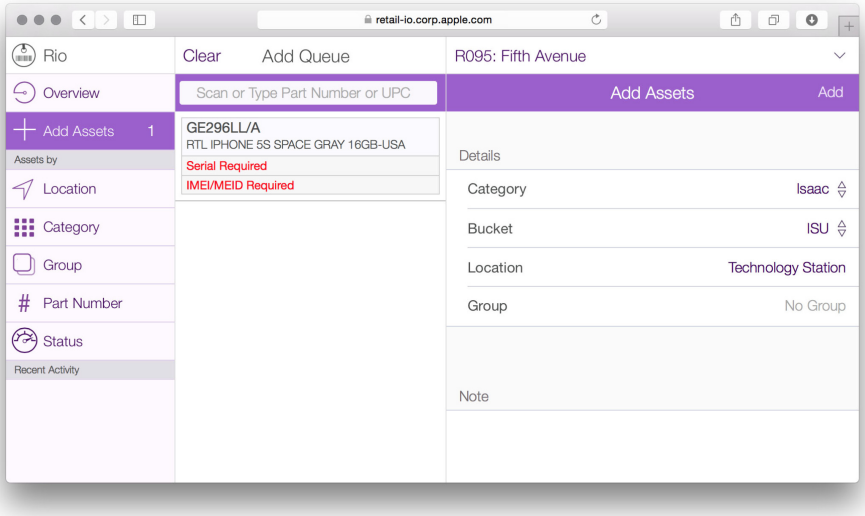
## iPhone

*Must be performed by a BOH Specialist with SAP access.*




1. Log into **Rio** > **http://rio.corp.apple.com/**
2. Select **Add Assets**.
   a. Scan or type part number GE296LL/A.
      • *Do not scan 661-XXXX part number.*
   b. Scan or type serial number.
      • *Verify serial number is correct.*
   c. Scan or type IMEI number.
      • *Verify IMEI number is correct.*
3. Under Details select:
   a. **Category** > **Isaac**
   b. **Bucket** > **ISU**
   c. **Location** > **Technology Station**
4. Click **Add**.

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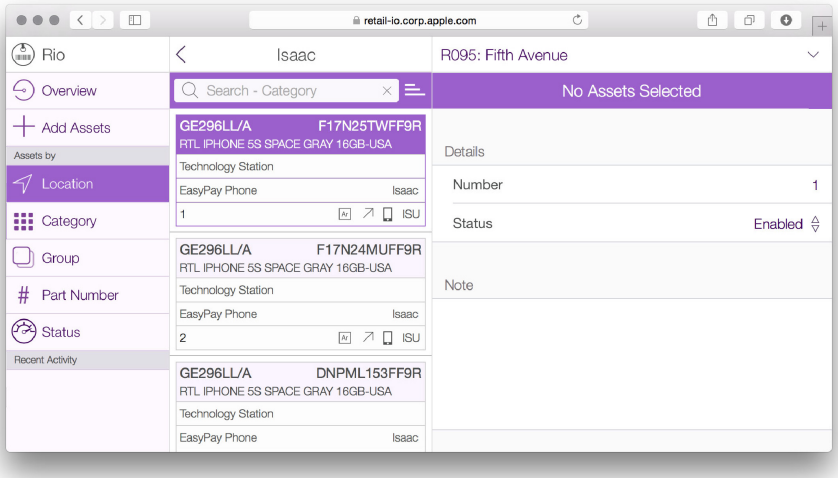
# Enabling EasyTrack

Learn how to provision an Isaac to the argon network.

## iPhone

*Must be performed by an Operations Specialist with Rio Preservation access.*




1. Power on iPhone.
   a. Set Language & Region accordingly.
   b. Select **Wi-Fi** > **Apple Store**.
   c. Wait for iPhone to Activate.
2. Log into **Rio** > **http://rio.corp.apple.com/**
3. Select serial number of iPhone.
4. Select **Modify EasyTrack Device**.
   a. Enter **Number** > ## *(EasyTrack number 1 to ##)*.
   b. Verify **Status** > **Enabled**.
5. Click **Submit**.

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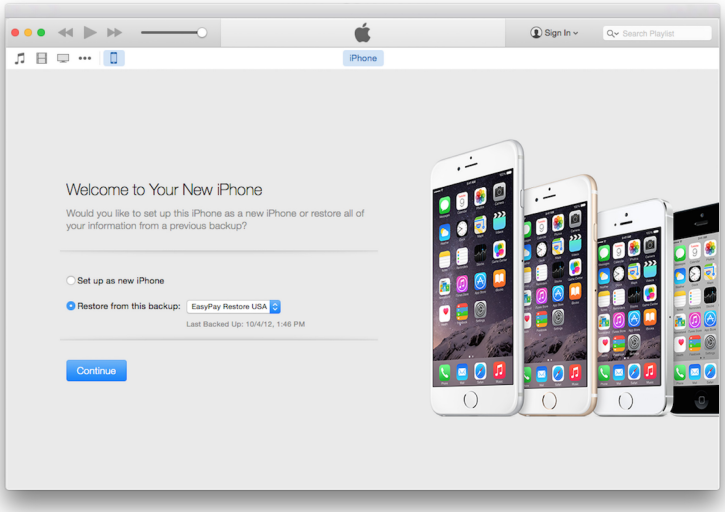
# Setting Up an Isaac iPhone

Learn how to properly restore an Isaac iPhone with iTunes.

## EasyPay Restore


Sign In
Search Playlist
iPhone
Welcome to Your New iPhone
Would you like to set up this iPhone as a new iPhone or restore all of your information from a previous backup?
Set up as new iPhone
Restore from this backup:
EasyPay Restore USA
Last Backed Up: 10/4/12, 1:46 PM
Continue

1. Log into the **DeviceTouch Restore** user account.
   a. Enter **Password**: eptcamera.
2. Connect the iPhone to a workstation.
   - *iTunes will automatically launch.*
3. Check iPhone is updated to at least iOS 9.2.1.
4. Select **Restore from backup:** > **EasyPay Restore USA**.
   a. Click **Continue**.
      - *Allow device to completely restore and restart.*
5. Disconnect iPhone from the workstation.

***Pro Tip:*** *Only use the EasyPay Restore USA restore kit.*

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## iOS Setup

1. Continue the normal iOS device setup by selecting:
   - *Click OK for any No Sim Card messages.*
     a. Select **English** > **United States**
     b. Choose a Wi-Fi Network > **Apple Store**
     c. Location Services > **Enable Location Services**
     d. Touch ID > **Set Up Touch ID Later** > **Continue**
     e. Create a Passcode > **Passcode Options** > **Don't Add Passcode** > **Continue**
     f. Apps & Data > **Set Up as New iPhone**
     g. Apple ID > **Don't have an Apple ID or forgot it?** > **Set Up Later in Settings** > **Don't Use**
     h. Terms and Conditions > **Agree**
     i. Siri > **Turn On Siri Later**
     j. Diagnostics > **Send to Apple**
     k. Tap **Get Started**

*Pro Tip:* *Devices should be updated to at least iOS 9.2.1.*

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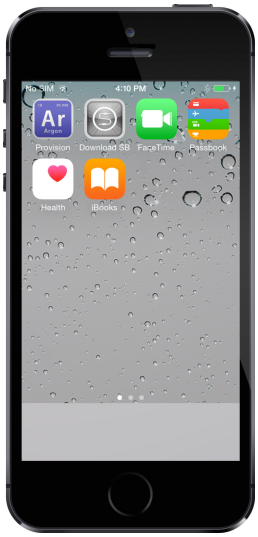
## Installing Switchboard



1. Launch iOS **Settings** > **Wi-Fi** > **Apple Store**.
2. Launch **Download SB app** from Home Screen.
    a. Sign in with AppleConnect.
        - *Limited to P&O Specialists & Leadership Teams.*
    b. Follow prompts to install Switchboard and Retail Mobile Services Profile.
3. Launch **Switchboard**.
    a. Download necessary internal apps:
        - *Retail Applications Monitor (RAM)*
        - *EasyTrack and TIME*
        - *EasyPay and Concierge*
        - *iOS Diagnostics and MobileGenius*
        - *Pickup, Runner, Rio Mobile and Backstage*
4. Wait for all internal apps to download.

***Pro Tip:*** *Always download Switchboard from the Download SB app.*

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## Installing Argon Profile

**Isaac Example**

1. Launch **Provision app**.
   a. Sign in with AppleConnect.
      • *Limited to P&O Specialists & Leadership Teams.*
   b. Follow prompts to install lava profile.
2. Launch iOS **Settings** > **Wi-Fi**.
   a. Select **Apple Services** > **Toggle Off Auto-Join**.
   b. Select **Apple Store** > ⓘ > **Forget Network**.
      • *iPhone will auto-join the argon network.*
3. Launch **Safari** > **https://support.icloud.com/**
   a. Add bookmark to Home Screen.

*Pro Tip: Device passcodes should be store specific and not 1984 for better security. Passcodes will expire every 90 days. Never reuse the same passcode.*

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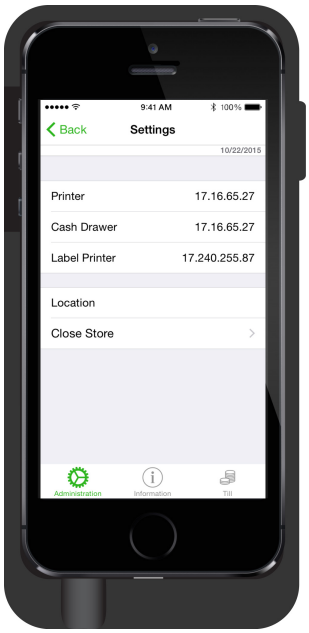
# Physical Pairing

Learn how to confirm a successful setup.

## Isaac Pairing




## Cash Drawer & Receipt Printer

1. Insert iPhone into Sled.
2. Launch **EasyPay app**.
   a. Sign in with AppleConnect.
      • *Successful pairing if EasyPay app displays menu.*
3. Tap **More** > **Settings**.
   a. **Label Printer** > Enter IP address of Return Label Printer.
   b. **Receipt Printer** > Enter IP address of a Receipt Printer attached to a cash drawer.
   c. **Cash Drawer** > Enter same IP address as Receipt Printer.

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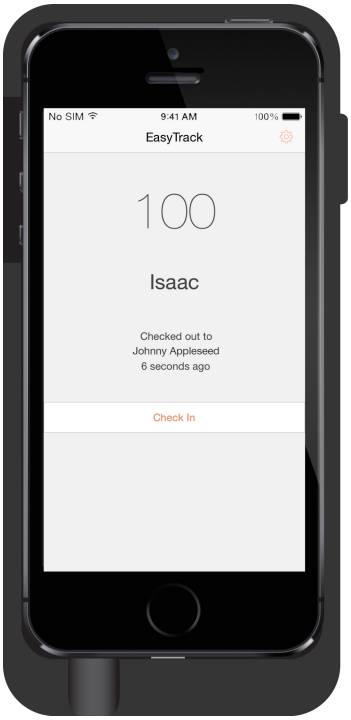
# Finishing Touches

Getting Isaac ready for the team.

## EasyTrack Wallpaper




1. Launch **EasyTrack app**.
   a. Sign In with AppleConnect.
2. Tap **Categories** > **Settings** > **Download Wallpaper**
   a. Click **OK**.
3. Tap < **MyDevice** to return to main menu.
   a. Tap **Check In.**
4. Tap **Sign Out**.

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# RFID Chip & Labeling an Isaac

## RFID Chip

Adhere the RFID chip to the back, top-right corner, left of the light indicator.

Contact the IS&T Helpline for additional RFID Chips.

## iPhone

Label with a P-Touch the back of the iPhone underneath the IMEI number.

*Pro Tip:* *Do not remove the RFID chip when shipping back to the IS&T Warehouse.*

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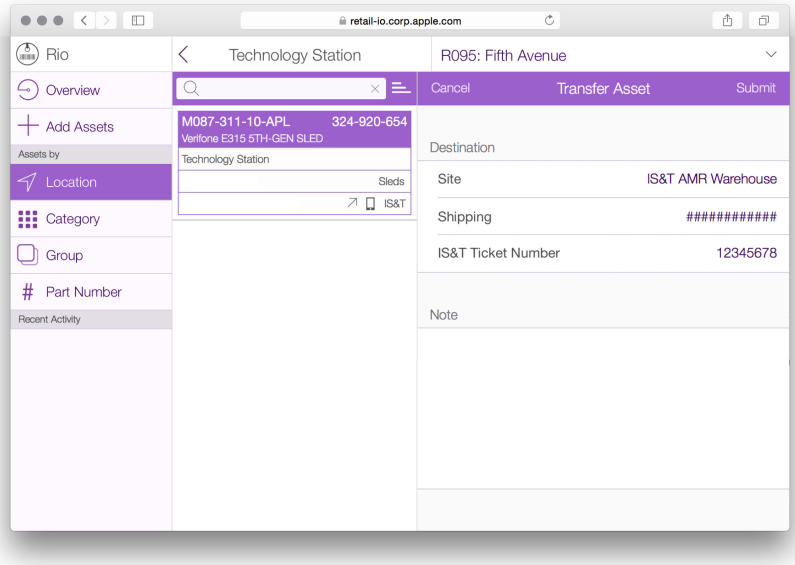
# Requesting Replacements

Learn how to send back an Isaac to the IS&T Warehouse.

## Verifone Sled




1. Complete basic troubleshooting *(see page 18)*.
2. Open a **Ticket** with IS&T HelpLine.
   - *Wait for IS&T approval before moving on to the next step.*
3. Launch **Safari** > **http://rio.corp.apple.com/**
   a. Select sled via serial number.
4. Click **Transfer Asset**.
   a. **Site** > **IS&T AMR Warehouse**
   b. **Shipping** > **Enter Fedex Tracking Number**
      - *For Fedex tracking number > http://fedex.com/us/*
   c. **IS&T Ticket Number** > **Enter Ticket Number**
5. Click **Submit**.

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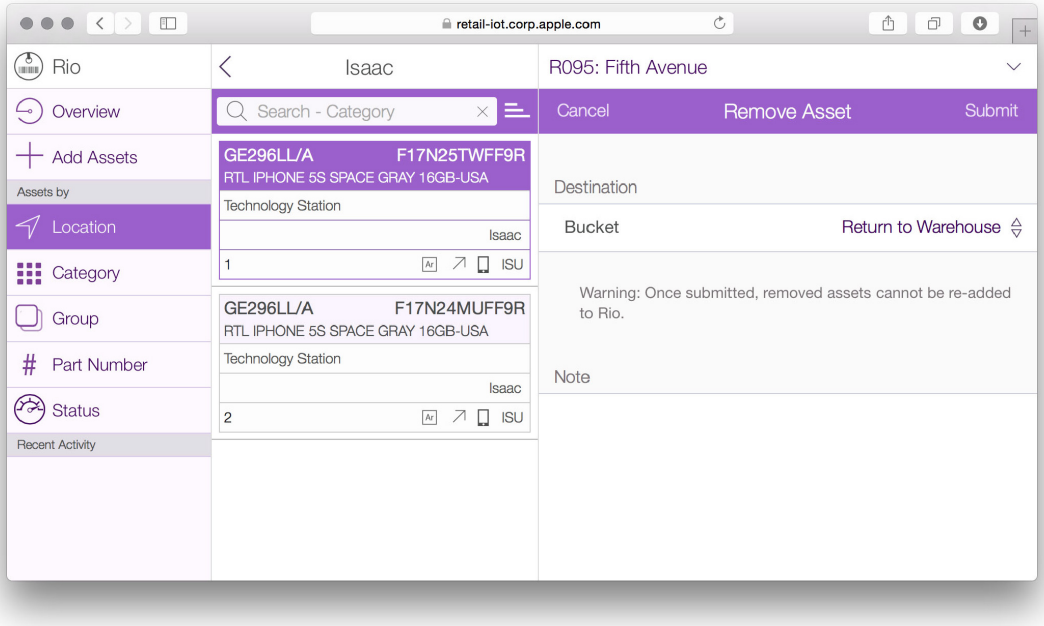
## iPhone

*Must be performed by a BOH Specialist with SAP access.*




1. Open a **Ticket** with IS&T HelpLine.
   - *Wait for IS&T approval before moving on to the next step.*
2. Follow steps in IS&T approval email before the next step.
3. Launch **Safari** > **http://rio.corp.apple.com/**
   a. Select iPhone via serial number.
4. Click **Remove Asset**.
   a. Select **Return to Warehouse**.
5. Click **Submit**.

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# Lost or Stolen Isaacs

*These steps must be performed immediately after an Isaac is discovered missing.*

## 1 Audit Isaacs

a. Using Rio Mobile, validate serial numbers of Isaac iPhones and sleds.
b. Verify present devices are checked in via EasyTrack app.

## 2 Tell Someone

Report theft or missing Isaacs to a member of leadership, BOH, or your Operations Specialist as soon as possible.

## 3 Report Theft in Rio

a. Launch **Safari** > **https://rio.corp.apple.com/.**
b. Select Serial of Isaac iPhone > **Report Asset Theft**.
c. Add **Notes**.
d. Click **Submit**.

## 4 Contact the IS&T HelpLine

You will need to call the IS&T HelpLine to open two IS&T Tickets for:

- (1) Isaac iPhone and (1) Isaac sled

## 5 File an Incident Report

a. Launch **Safari** > **https://incidentreport.apple.com/**
   - *If theft is witnessed, have leadership team open a police report with your local police department. Include the Police Report number in the Incident Report.*

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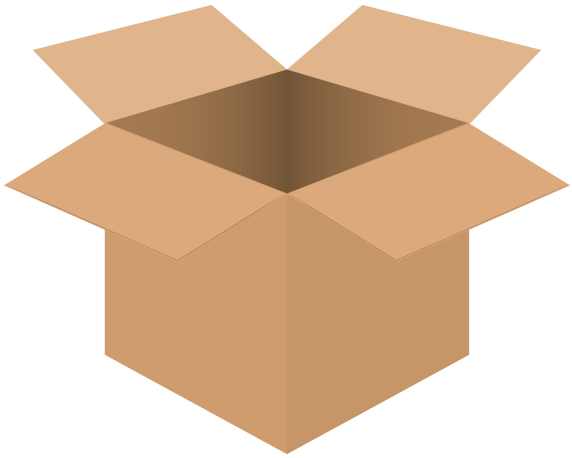
# Shipping to the Warehouse

Learn the best practices for shipping IS&T equipment.



## Do Not Remove RFID Chip

When shipping back to the IS&T Warehouse, do not remove the RFID Chip.

## Label the Box

Label the outside of the box with your store number and IS&T Ticket number.

Use only approved packing materials and an appropriately sized box. Always ship Priority Overnight.

*Pro Tip: When shipping multiple devices in the same box ensure you include all corresponding IS&T ticket numbers.*

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# Additional Resources

Here's some extra information you'll want to know.

## Ordering Supplies

These items can be purchased from arvato:

- Sled Tops (A802243-WW)
- Holsters (A802002-WW)
- Magstripe Cleaning Cards (A701119-WW)

These items will require an IS&T Ticket:

- Verifone Sleds
- Charging Docks
- Isaac Server
- RFID Chips

## Other RetailMe Resources

The Isaac Server Guide

Isaac Quick Tips

Tracking IS&T Equipment

Rio User Guide

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# Troubleshooting

Answers to commonly asked questions.

## Best Practices

Follow these basic troubleshooting steps to resolve most Isaac issues:

- Close out all apps and power cycle iPhone.
- Reset the sled for ten seconds until LEDs flash.
- Verify EasyTrack number is correct through EasyTrack app.
- Dock Isaac for one hour.

*Pro Tip: If your scanner stops working in the middle of using an app, double tap the home button to Multitask and relaunch the app.*

## Additional Errors

When I attempt installing the argon lava profile, the device says cannot connect to network.

This means that an EasyTrack number has either not been assigned or EasyTrack has been disabled through Rio (s*ee page 5)*.

What should I do if my Isaac iPhone is having battery life issues?

Attempt an "erase all content and settings" and a fresh restore *(see page 6)*. If the problem persists, contact the IS&T HelpLine for additional support.

Contact the IS&T HelpLine for additional assistance:

- https://istweb.apple.com/support/

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